

**ALABAMA DEPARTMENT OF PUBLIC HEALTH
BUREAU OF HEALTH PROVIDER STANDARDS**

**REQUEST FOR PROPOSALS (RFP)
FOR
HEALTH PROVIDER INVESTIGATIONS TRAINING PROGRAM**

MARCH 25, 2019

OVERVIEW AND PURPOSE

The Alabama Department of Public Health (ADPH), Bureau of Health Provider Standards (HPS), is currently accepting proposals for a training program for investigations of allegations of abuse and neglect of residents in health care facilities. HPS conducts inspections of health care providers in Alabama as an agency contracted by the Centers for Medicare and Medicaid Services (CMS). The program should include training and materials that focus on the investigative techniques and processes relevant to state and federal requirements of health care providers.

The purpose of this Request for Proposals (RFP) is to solicit proposals from qualified applicants to provide training for staff development in investigation of allegations of abuse and neglect.

ELIGIBLE APPLICANTS

Contractor with considerable background, training, experience and expertise is needed to provide instruction and training to regulatory staff in such areas as investigation of allegations of abuse and neglect in health care facilities. Knowledge of CMS requirements conducting investigations and regulations for provider compliance is required. Vendor should provide training, to include train-the-trainer investigative tools, over a period of two weeks, so as to limit the amount of time staff are unavailable to perform normal duties. The training will be conducted on site in Montgomery at a location to be determined.

All proposals should be complete and carefully worded, and must convey all the information requested by the department.

FUNDING AVAILABLE

Open/competitive proposals shall be submitted and cost will be evaluated by the department in accordance with the criteria in the RFP. Vendor must submit a response that provides a firm price. The department seeks a fixed price for the entire period of the contract. The department assumes that all costs are included in the proposal and will pay no costs other than those presented in the Vendor's proposal for the requirements specified in the RFP. Funding will be available for the current fiscal year ending September 30, 2019.

PROJECT DESCRIPTION

ADPH is seeking an organization/provider/contractor/etc., to provide instruction and training to Bureau of Health Provider Standards employees in the area of investigation of allegations of abuse and neglect in health care facilities. Services are to be provided in accordance with all current federal, state and local laws, rules, regulations, and deadlines, standards of performance governing the profession or occupation of the vendor, and all rules and regulations of the department; and in accordance with any changes that may occur in any of the previously referenced laws, rules, regulations, standards of performance, and deadlines that may occur in the future. The department shall be provided train-the-trainer instruction and authorization to utilize vendor training materials to train staff beyond the proposed sessions.

SCOPE OF WORK OR REQUIRED ACTIVITIES

Objective:

Investigative training that focuses on techniques and survey processes necessary for competent investigation of allegations of abuse and neglect in health care facilities, specifically those under regulation of CMS. Investigative tools and skills in evidence gathering through observation, interviewing, and record review.

Required Deliverables:

The training will include:

- Course for Conducting Incident and Complaint Investigations
- Organizing an Investigation
- Observation, Physical Evidence
- Interviewing Techniques
- Preservation of Evidence
- Record Review
- Evaluation of Evidence, Compliance Determination
- Examination for Investigator's Certification
- Train-the-Trainer Course for up to Three Trainers
- Observation of Trainers

Expected Outcomes:

- Staff competency and efficiency in conducting investigations and report writing
- Competent staff with improved ability to investigate and substantiate regulatory violations resulting in incidents of abuse and harm in health care facilities
- Challenges to findings of noncompliance minimized

License to use training materials will be provided to the department by vendor to train current and future employees.

Timeline:

Training activities will commence after execution of the contract agreement with the department. Duration over a period of two weeks, so as to limit the amount of time staff is unavailable to perform normal duties. Services must be provided prior to September 30, 2019.

Training will be conducted on site in Montgomery at a location to be determined at the cost of the department.

Travel cost should be included in proposal.

BUDGET

Vendor must submit a response that provides a breakdown of cost for services to be provided. The department assumes that all costs are included in the proposal and will pay no costs other than those presented in the vendor's proposal for the requirements specified in the RFP. Funding will be available for the current fiscal year ending September 30, 2019. Vendor agrees to accept reimbursement by submitting an invoice to the department in a format specified by the department.

PROPOSAL FORMAT

One signed original and five copies of the proposal must be submitted to the address below by April 19, 2019, at 5:00 p.m. CDT. Proposals submitted by email will not be accepted.

PROPOSAL SUBMISSION

Deadline for Submission: Applications must be received by Friday, April 19, 2019, 5:00 pm CDT. All proposals received after this time will not be considered for award.

Evaluation of proposals will be conducted from April 23, 2019, until April 30, 2019. If additional information or discussions are needed with any respondents during this two week window, the respondent(s) will be notified.

The selection decision for the winning proposal will be made no later than May 1, 2019.

PROPOSAL EVALUATION

A review panel comprised of non-Bureau of Health Provider Standards staff from ADPH will evaluate all proposals based on the following criteria:

- Overall proposal format: (15 points)
- Technical expertise and experience with CMS provider regulations: (30 points)
- Previous work completed with State Survey Agencies: (25 points)
- Proposed Work Plan: (20 points)
- Cost: Bidders will be evaluated on the cost of their project(s) based on the work to be performed in accordance with the scope of this project. (10 points)

CONTACT INFORMATION AND TECHNICAL ASSISTANCE

Contact: Mia Sadler

Email: mia.sadler@adph.state.al.us

Mail: Mia Sadler

Alabama Department of Public Health
Bureau of Health Provider Standards
RSA Tower, Suite 700
P.O. Box 303017
Montgomery, AL 36130-3017

Vendors requiring technical assistance contact: Denise Milledge

Email: denise.milledge@adph.state.al.us Phone: 334-206-5259